

To whom it may concern,

I currently live in a major metropolitan area so you would think that I have choices when it comes to choosing an ISP, however this is not the case. There are many companies that offer mobile or wireless internet, however none are an option as my neighborhood appears to be in a wireless dead zone despite being in the middle of the city. This means that even my cell phone must be connected to my home's wireless network.

There are two companies that offer wired internet services where I live, AT&T and Spectrum (Time Warner Cable). In my area AT&T while available offers speeds that are comparable to dial-up and is horribly unreliable. This I found surprising, because when they tore up the roads AT&T put in brand new fiber, however they chose to bypass my area. Once they completed the work and it was clear that AT&T was not coming to my neighborhood with their new U-verse service, my Internet bill from Time Warner started increasing. This has continued to increase from the \$45/month that I used to pay to \$70/month with Spectrum despite me having a "locked in" rate.

I work in the field of IT and am a part time student who attends classes and training in the evenings. Having reliable internet at home is a requirement for both my education and my job. Often, I am called late in the evening to remote into work and fix a problem. Without readily available access I would be required to drive into work to solve a problem that generally can be resolved in minutes remotely. Attending classes to continue my education is only possible because I can attend them either entirely online or as a hybrid course.

When internet services are interrupted it has caused serious issues in my household as I cannot complete my coursework and must drive to McDonalds or another place that has free WiFi. When work calls, I must get in the car and drive across town to fix the issue costing me both time and money. Lastly, my phones stop working, both the VOIP phone and the cell phones due to poor wireless coverage.

Spectrum acts as my gateway to access the internet. Email, cloud storage, video streaming, phone, news are all provided by other companies as paid services by myself, school or work. If Spectrum were to start limiting access to or prioritising any of these services it could greatly impact my access to school, work or the services that I use.

I do not see any option other than to classify Internet Service Providers as "Title II" providers as the service that they provide to my household is that of a utility.

Thank you,  
Peter J Kendl